**Job Description**

**Job Title: Library Engagement Assistant**

**Salary Grade: Grade 3**

**SCP: 7 - 11**

**Job Family: Facilities and Customer Support**

**Job Profile:**  **FC3**

**Directorate: People**

**Work Environment: Agile**

**Reports to: Library Operations Co-ordinator**

**Purpose:** To proactively engage with individuals and groups to identify and meet their needs in relation to public library services within static libraries and in the wider community

**Key Responsibilities:**

Maintain good knowledge of and enable individuals and groups to understand the public library universal offers and the city’s broader cultural offer

Support individuals and groups to use and make the most of what is available to them (helping people to help themselves)

Deliver a diverse range of activities linked to the public library universal offers i.e. digital, information, reading, learning, health and culture. Examples might include rhyme time, story times, school visits, holiday reading schemes, author events, coding clubs, introductory sessions for digital resources

Participate in the planning, organising and delivery of events and activities

Maintain knowledge of library stock in all formats and to look for ways to promote it to the customers

Introduce new ideas and opportunities as they are developed

Offer a warm welcome to all visitors, ensuring the highest standards of customer care at all times, providing appropriate information and signposting.

Deliver excellent customer satisfaction, responding in an effective and timely manner to day to day operational enquiries and requests, escalating where necessary, to ensure customer expectations are met.

Assist customers in joining and using the library, providing information about borrowing entitlements, library resources and facilities.

Use the Library Management System to maintain and update membership records, run catalogue searches and set reservations for requested stock. Operate back up system when required.

Support customers in the use of self-service systems, the library app, e-books and e-magazines and other means of digital access as they are developed

Assist customers with ICT requirements, e.g. internet searches, e-mail, word processing, social media, printing, scanning

Look for new ways to develop and deliver services to increase efficiency, income and participation

Work independently and under pressure to meet deadlines

Undertake everyday clerical tasks such as dealing with overdue and requested items. Deal with charges for other building services including room bookings and retail items Assist with banking procedures.

Shelve new and returned items of stock, tidy and maintain good stock order and check condition of stock, removing items in poor condition.

Assist with the processing and moving of stock as directed. Process stock for withdrawal and book sale as directed. Participate in keeping statistical counts and various filing duties.

Assist colleagues in the induction, training and support of new members of staff, work experience students and volunteers.

Assist in monitoring the safety, security and cleanliness of the building throughout opening hours. There may be responsibility for locking or unlocking library premises.

Act in a way that actively demonstrates the Council’s commitment to Equality and Diversity for staff, customers and partners.

Assist senior colleagues and other members of the team as required

The post holder must carry out their duties with full regard to the Council’s Equal Opportunities Policy, Code of Conduct and all other Council Policies.

The post holder must comply with the Council’s Health and safety rules and regulations and with Health and safety legislation.

The post holder must act in compliance with data protection principles in respecting the privacy of personal information held by the Council.

The post holder must comply with the principles of the Freedom of Information Act 2000 in relation to the management of Council records and information.

To comply with the principles and requirements of the Data Protection Act 2018 and GDPR in relation to the management of Council records and information, and respect the privacy of personal information held by the Council